

Symantec™ System Recovery 2011

To sustain your operations, your business, and even your brand, you need to recover from a system failure as quickly as possible. However, manual system recovery processes prolong system downtime – and potential losses.

Symantec System Recovery 2011 offers a superior solution by delivering fast and reliable system recovery that helps minimize downtime and meet recovery time objectives with confidence. In just four simple steps, quickly restore physical and virtual systems to bare metal in minutes, even to dissimilar hardware, virtual environments, or remote locations with Symantec's patented Restore Anywhere technology.

Built on 10 years of research and development and with more than 787,000 protected systems, Symantec System Recovery (formerly Backup Exec System Recovery) is one of the most proven, trusted, and reliable system recovery solutions.

Symantec System Recovery 2011 Management Solution Technical FAQ

The Symantec System Recovery 2011 Management Solution (SSR-MS 2011) is a scalable centralized management platform based on Altiris management technology. It is designed to enable administrators to centrally manage large numbers of Symantec System Recovery clients from a single management server.

This document is designed to assist partners and customers as they install and implement the Symantec System Recovery 2011 Management Solution by offering answers to common technical questions.

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General Architecture

1. What editions of Symantec System Recovery are supported by the Symantec System Recovery 2011 Management Solution?

Answer-

The Symantec System Recovery 2011 Management Solution supports the following client editions:

- Symantec System Recovery 2011
 - o Server Edition
 - o Desktop Edition
 - o Small Business Server Edition
 - o Virtual Edition
 - o Linux Edition

- Backup Exec System Recovery 2010
 - o Server Edition
 - o Desktop Edition
 - o Small Business Server Edition
 - o Virtual Edition

- Backup Exec System Recovery 8.5
 - o Server Edition
 - o Desktop Edition
 - o Small Business Server Edition

Note: Available functionality at the management console will be limited to the capabilities of the client being managed.

2. What versions of the Symantec Management Platform (formerly the Altiris Notification Server) does the Symantec System Recovery 2011 Management Solution work with?

Answer-

32-bit Version of the Symantec System Recovery 2011 Management Solution

The 32-bit version of the Symantec System Recovery 2011 Management Solution is based on the 32-bit 7.05 version of the Symantec Management Platform.

64-bit Version of the Symantec System Recovery 2011 Management Solution

The 64-bit version of the Symantec System Recovery 2011 Management Solution is based on the 64-bit 7.1 version of the Symantec Management Platform.

The Symantec System Recovery 2011 Management Solution (32-bit and 64-bit versions) is forwards-compatible with updates to the Symantec Management Platform that are released after the launch of the Symantec System Recovery 2011 Management Solution.

3. Is the Symantec System Recovery 2011 Management Solution the right management tool for my environment?

Answer-

The Symantec System Recovery 2011 Management Solution was designed as a scalable management tool for administrators of large or distributed Symantec System Recovery 2011 environments. Administrators of smaller environments will likely have a better experience using the user friendly standard client console to remotely manage systems on a 1-to-1 basis.

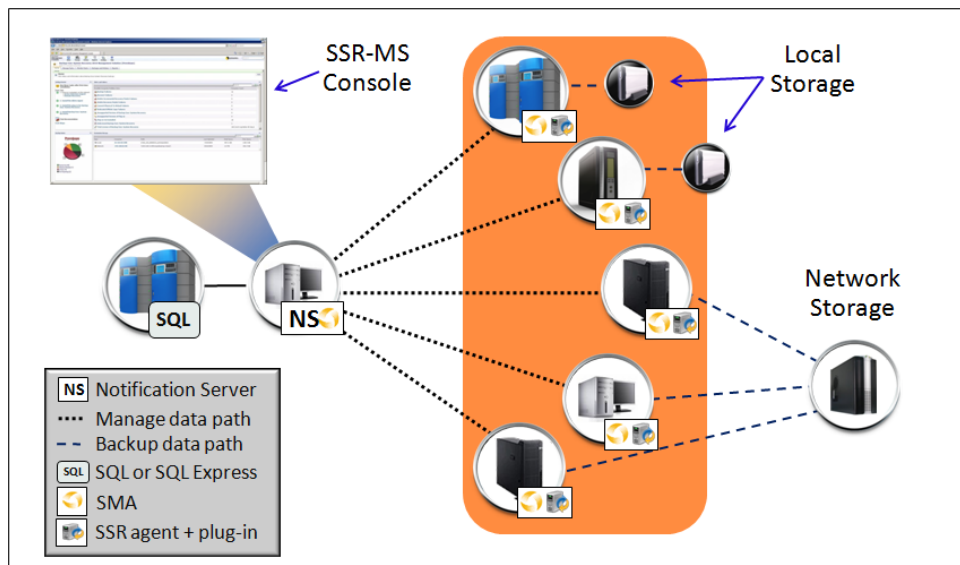
Symantec recommends that customers with twenty or more Symantec System Recovery 2011 clients should consider the Symantec System Recovery 2011 Management Solution as the right management tool for their environment. The Symantec System Recovery 2011 Management solution requires a high-performance server configuration and is designed for IT professionals.

4. What is the general architecture of the Symantec System Recovery 2011 Management Solution?

Answer-

The Symantec System Recovery 2011 Management Solution is made up of the following components:

- Management Server Components
 - Notification Server
 - SQL Backend
- Managed Client Components
 - Symantec System Recovery 2011
 - Symantec System Recovery 2011 Plug-in for Altiris
 - Symantec Management Agent (Altiris Agent)



It's important to note that only status and policy data travels from the Management Server to the Managed Clients. Backup data (recovery points) are sent directly from the Symantec System Recovery 2011 agents to their assigned storage device, whether it is a locally attached USB drive or a remote network resource.

5. **When Symantec System Recovery 2011 clients create backups and stores them to the destinations defined in the backup policy, does the data first travel back through the Symantec System Recovery 2011 Management Solution server or does it travel straight to storage?**

Answer-

No. Backup data (recovery points) are sent directly from the Symantec System Recovery 2011 agents to their assigned storage device, whether it is a locally attached USB drive or a remote network resource.

6. **What is a resource target in the context of the Symantec Management Platform?**

Answer-

A resource target is essentially a dynamic way of targeting a package or policy at a group of systems that share one or more specific attributes. A good example of a resource target is "All Computers with Symantec System Recovery 2011 Installed". When a package or policy is assigned to this resource target, such as a backup policy or license policy, all client computers that match that resource target will receive that package or policy.

Several default resource targets are included with the Symantec System Recovery 2011 Management Solution, and additional resource targets can be created using features of the Symantec Management Platform.

7. **What is a solution in the context of the Symantec Management Platform?**

Answer-

A solution is a product or service that has been integrated into the Symantec Management Platform infrastructure and which is administered and controlled from a Notification Server. The Symantec System Recovery 2011 Management Solution is a good example.

Multiple solutions can be installed and administered using the same Symantec Management Platform infrastructure. It's important to note that the number of solutions installed can affect Symantec Management Platform scalability.

8. **When a backup policy created from the Symantec System Recovery 2011 Management Solution console is configured for backups to be encrypted, are those recovery points (backups) encrypted both 'in flight' as well as 'at rest'?**

Answer-

Yes.

9. **When a client is managed by a Symantec System Recovery 2011 Management Solution server, can I still create and edit backup jobs and configuration settings locally on that client?**

Answer-

A Symantec System Recovery 2011 client can run in either standalone mode or managed mode (managed by a Symantec System Recovery 2011 Management Solution server). When in managed mode, a local user can still view the local backup status of the managed server or desktop system, but any policy or configuration changes are ignored in favor of policy and configuration changes configured from the Symantec System Recovery 2011 Management Solution server.

10. **Can the Symantec System Recovery 2011 Management Solution server be virtualized?**

Answer-

The Symantec System Recovery 2011 Management Solution server and Symantec Management Platform can be installed and run from within a Guest Virtual Machine. However, running the Symantec System Recovery 2011 Management Solution server and the Symantec Management Platform on a Guest virtual machine (VM) may yield performance problems, depending on the hardware resources of the hypervisor, the hardware configuration of the VM, and whether SQL is being run on the same VM or on another server.

11. **How does the Symantec System Recovery 2011 Management Solution upgrade older versions of Backup Exec System Recovery to Symantec System Recovery 2011?**

Answer-

With the Symantec System Recovery 2011 Management Solution, upgrade packages that can be deployed to upgrade older versions of Backup Exec System Recovery to Symantec System Recovery 2011 are available by default and can be installed automatically to selected clients or client groups via policy.

12. **How does the Symantec System Recovery 2011 Management Solution patch Symantec System Recovery clients?**

Answer-

The Symantec System Recovery 2011 service pack updates can be downloaded to the Symantec System Recovery Management Solution server using the Symantec Installation Manager. These packages can be installed automatically to selected clients or client groups via policy.

13. **Is LiveUpdate required or used for Symantec System Recovery 2011 Management Solution patches and updates?**

Answer-

No, LiveUpdate is not required nor used by the Symantec System Recovery 2011 Management Solution to obtain or install server or client updates and patches. The Symantec Installation Manager can be run each time you wish to search and download new updates.

Installation and Configuration

14. What are the basic system requirements for a server that will host the Symantec System Recovery 2011 Management Solution?

Answer-

32-bit System Requirements:

Operating System	<ul style="list-style-type: none">• Windows Server 2003 SP2• Windows Server 2003 R2 SP2
RAM	<ul style="list-style-type: none">• 2 GB
Software	<ul style="list-style-type: none">• Symantec Installation Manager 7.0• Symantec Management Platform 7.05• Microsoft Windows Installer 4.5• Microsoft .NET 3.5 SP1• Microsoft SQL Server 2005/2008, or Express Edition• Microsoft IIS 6.0• Microsoft ASP.NET• Microsoft Silverlight 3.0
Disk Space	<ul style="list-style-type: none">• 20 GB

64-bit System Requirements:

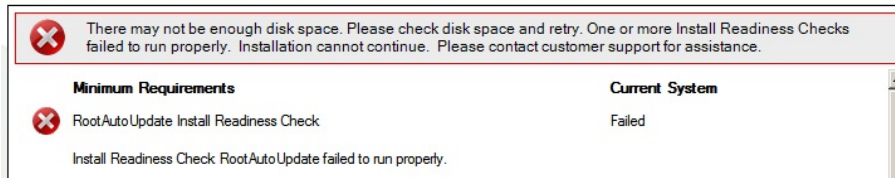
Operating System	<ul style="list-style-type: none">• Windows Server 2008 R2 64-bit
RAM	<ul style="list-style-type: none">• 4 GB
Software	<ul style="list-style-type: none">• Symantec Installation Manager 7.1• Symantec Management Platform 7.1• Microsoft .NET 3.5 SP1• Microsoft SQL Server 2005/2008/2008 R2, or Express Edition• Microsoft IIS 7.5 (IIS 6.0 compatibility mode)• Microsoft ASP.NET• Microsoft Silverlight 3.0
Disk Space	<ul style="list-style-type: none">• 20 GB

Please consult the Symantec System Recovery 2011 Management Solution Administrators Guide and the Symantec System Recovery Software Compatibility List for additional details.

Symantec also recommends that you familiarize yourself with the Symantec Management Platform by reviewing the Symantec Management Platform Installation Guide available here:

http://eval.symantec.com/mktginfo/enterprise/other_resources/b-symantec_management_platform_installation_guide.en-us.pdf.

15. I receive a “RootAutoUpdate” error message when trying to install SSR-MS 2011. What does this mean?



Answer-

This issue occurs when installing the Symantec System Recovery 2011 Management Solution to a server that is not connected to the internet, preventing the Symantec Installation Manager (SIM) tool from checking for available updates. This is a known problem that will be address in a later release of the Symantec System Recovery 2011 Management Solution.

To work around the problem, temporarily connect the server to the internet during the Symantec System Recovery 2011 Management Solution install process. Once complete, the server can be disconnected from the internet if desired.

16. Are there specific server types or roles to which the Symantec System Recovery 2011 Management Solution should not be installed?

Answer-

The Symantec Management Platform, upon which the Symantec System Recovery 2011 Management Solution is built, utilizes local groups for security purposes, so it cannot be installed and run on a Domain Controller. For performance purposes, it is recommended that the Symantec System Recovery 2011 Management Solution be installed to a dedicated server system so that it is not sharing significant compute resources with other applications.

17. Does the Symantec System Recovery 2011 Management Solution support being installed to Windows 2008 R2 SP1 64-bit servers?

Answer-

While the Symantec System Recovery 2011 Management Solution supports being installed to Windows Server 2008 R2 64-bit servers, at the time of release it does not support being installed to Windows Server 2008 R2 **SP1** 64-bit servers due to a limitation in the Symantec Management Platform upon which the Symantec System Recovery 2011 Management Solution is built. This will be addressed in a later product update.

18. Which agent package needs to be deployed first? The Altiris Agent, the Symantec System Recovery Plug-in, or the Symantec System Recovery 2011 agent? Does it matter?

Answer-

The first client component that needs to be installed to clients that will be managed is the Symantec Management Agent (Altiris Agent). This agent facilitates communication with the Symantec System

Recovery 2011 Management Solution server and the deployment of the other required agents, such as the Symantec System Recovery 2011 agent and the Symantec System Recovery 2011 plug-in.

19. Is it possible to adjust the client 'phone home' interval used by managed clients to communicate back to the Symantec System Recovery 2011 Management Solution server?

Answer-

Yes. This is a configuration setting of the Symantec Management Platform. More information can be found here:

http://www.symantec.com/business/support/index?page=content&id=TECH126714&actp=search&viewlocale=en_US&searchid=1300467574184

20. Is it possible to 'pull' the Symantec Management Agent (Altiris Agent) package from the Symantec System Recovery 2011 Management Solution server?

Answer-

Yes. The URL to use for agent 'pull' processes is displayed within the Symantec System Recovery 2011 Management Solution console. Please note that this URL is specific to a particular Symantec System Recovery 2011 Management Solution server. Any clients that 'pull' the Altiris agent using that particular URL will be managed by that particular server.

21. Is it possible to adjust the ports used for communication between the Symantec System Recovery 2011 Management Server and managed clients?

Answer-

Yes. This is a configuration setting of the Symantec Management Platform. More information can be found here:

<http://www.symantec.com/business/support/index?page=content&id=DOC1892>

22. I've pushed the Symantec Management Agent (Altiris Agent) to a number of client computers, but the agent only appears to have installed on some. What's wrong?

Answer-

By design, the Altiris Agent is not installed to all machines to which it is targeted at the same moment, in order to avoid network saturation problems. The agent will be installed to all targeted machines randomly over a matter of several minutes.

Note: firewall settings may also prevent the Altiris agent from deploying properly. Details on managing client firewall issues as they relate to deployment of the Altiris Agent can be found here:

http://news.altiris.com/internal/cs/Windows_XP_SP2_FAQ.pdf

- 23. If a client already has Symantec System Recovery installed, do I need to re-deploy the Symantec System Recovery agent package to that client from the Symantec System Recovery 2011 Management Solution server?**

Answer-

No. However, it may be desirable to deploy a new Symantec System Recovery 2011 agent package to a client if the client is running an older version, in order to take advantage of the latest product features and capabilities.

- 24. Does a client need to be running Symantec System Recovery 2011 in order for it to be managed by a Symantec System Recovery 2011 Management Solution server?**

Answer-

The Symantec System Recovery 2011 Management Solution can manage any of the following client versions:

- Symantec System Recovery 2011
- Backup Exec System Recovery 2010
- Backup Exec System Recovery 8.5

Each of the above agent versions can be centrally deployed from a Symantec System Recovery 2011 Management Solution server.

- 25. Can a client be managed by more than one Symantec System Recovery 2011 Management Solution server?**

Answer-

No. A client can only be managed by one Symantec System Recovery 2011 Management Solution server at a time.

- 26. Can I migrate a client from one Symantec System Recovery 2011 Management Solution server to another?**

Answer-

Yes. To move one or more clients to a new Symantec System Recovery 2011 Management Solution server, the Symantec Management Agent (Altiris Agent) must be redeployed to those clients from the new server.

- 27. Can I upgrade from my current management tool to the Symantec System Recovery 2011 Management Solution?**

Answer-

Upgrading from Backup Exec System Recovery 2010 Management Solution (32-bit) to the Symantec System Recovery 2011 Management Solution (32-bit)

If you are upgrading from a 32-bit instance of the Backup Exec System Recovery 2010 Management Solution to a 32-bit version of the new Symantec System Recovery 2011 Management Solution, the install will simply update the existing management components in place. All managed client information, configuration

settings, policies, tasks, and recovery points are preserved during this process. Simply run the install process for the new Symantec System Recovery 2011 Management Solution on the existing management server and follow the wizard instructions.

Note: It is highly recommended that a backup of the existing management server be captured before starting the upgrade process.

Migrating a Backup Exec System Recovery 2010 Management Solution (32-bit) server to a Symantec System Recovery 2011 Management Solution (64-bit) server

It is possible to migrate from a 32-bit instance of the Backup Exec System Recovery 2010 Management Solution to a 64-bit instance of the new Symantec System Recovery 2011 Management Solution. All managed client information, configuration settings, policies, tasks, and recovery points are preserved during this process. Instructions for performing a migration such as this are dealt with in a separate document, available from the Symantec support portal.

Note: It is highly recommended that a backup of the existing management server be captured before starting the upgrade process.

Upgrading from Backup Exec System Recovery Manager 8.5

It is not possible to directly upgrade from a Backup Exec System Recovery Manager 8.5 server to a Symantec System Recovery 2011 Management Solution server. However, you can migrate client computers from a Backup Exec System Recovery Manager 8.5 server to a Symantec System Recovery 2011 Management Solution server. When you migrate client computers in this fashion, you must first do the following:

- Install and configure the Symantec System Recovery 2011 Management Solution server.
- From the Symantec System Recovery 2011 Management Solution server, deploy the Symantec Management Agent (formerly the Altiris Agent) on all the client computers that Backup Exec System Recovery Manager 8.5 currently manages.
- Install the Symantec System Recovery Plug-in on all the client computers.
- Optional: Install the Symantec System Recovery 2011 agent on all client computers.

The clients are now managed by Symantec System Recovery 2011 Management Solution. When the clients first publish information back to the new Symantec System Recovery 2011 Management Solution server, the following occurs or is now possible:

- Management Control, a component previously used by Backup Exec System Recovery Manager 8.5, is automatically removed. This occurs when the client computer with Backup Exec System Recovery is brought under management by the Symantec System Recovery 2011 Management Solution server.
- Client computer history and events are preserved, enabling administrators to recover from recovery points that were created before the migration to the Symantec System Recovery 2011 Management Solution.
- Client computer settings for Backup Exec System Recovery are preserved. However, if the administrator has created new configuration policies in Symantec System Recovery 2011 Management Solution to adjust those settings, the settings in the new policies will take effect.

The following are not preserved after the migration:

- Backup jobs and policies, and backup destination are not preserved following the migration from a Backup Exec System Recovery 8.5 manager to a Symantec System Recovery 2011 Management Solution server. Backup policies, as they are known in Symantec System Recovery 2011 Management Solution and backup destinations must be recreated.
- The Backup Exec System Recovery Manager database is not preserved due to significant differences in the underlying components and structure of the two management products. The new Symantec System Recovery 2011 Management Solution database will be re-populated with client computer data as each one is brought under management of the new server.

28. Do I need to install the Symantec Management Platform to use the Symantec System Recovery 2011 Management Solution?

Answer-

The Symantec System Recovery 2011 Management Solution is built upon the Symantec Management Platform, and as such the platform is required in order for the management solution to function. When installing the Symantec System Recovery 2011 Management Solution, the required components of the Symantec Management Platform are automatically installed as well, such as:

- Symantec Management Console
- Symantec Management Platform Configuration Management Database
- Symantec Management Agents
- Symantec Notification Server
- Microsoft SQL Express (existing Microsoft SQL Server installations can also be used)

29. What software components are installed on a Symantec System Recovery 2011 Management Solution server?

Answer-

The Symantec System Recovery 2011 Management Solution leverages a number of Symantec and Microsoft technologies when installed. A typical Symantec System Recovery 2011 Management Solution installation would include:

- The Symantec Installation Manager
- The Symantec Management Platform (Altiris Notification Server 7.1)
- The Symantec Management Console (Altiris Notification Sever 7.1)
- Microsoft IIS
- Microsoft .NET framework
- Microsoft SQL Express 2008 (an existing SQL Server database can also be used)

30. Can the Symantec System Recovery 2011 Management Solution use a Microsoft SQL Server 2008 database?

Answer-

Yes. The Symantec System Recovery 2011 Management Solution can leverage both 'on box' and 'off box' instances of Microsoft SQL Server 2008, including the 64-bit version.

31. What components of the Symantec System Recovery 2011 Management Solution are installed on a managed client system?

Answer-

The Symantec System Recovery 2011 Management Solution requires the following components to be installed on any client server or desktop in order for it to be managed successfully:

- Symantec Management Agent (formerly known as the Altiris Agent)
- Symantec System Recovery Plug-in for Altiris
- Symantec System Recovery 2011

These components can be centrally distributed from the Symantec System Recovery 2011 Management Solution console. Through its policy-oriented architecture, these deployment processes can be configured to occur automatically and at a time of the administrators choosing for a 'set it and forget it' implementation.

Features and Capabilities

32. Can the Symantec System Recovery 2011 Management Solution centrally manage the file/folder backup feature of Symantec System Recovery?

Answer-

No. The Symantec System Recovery 2011 Management Solution can only manage the primary volume-level backup function of Symantec System Recovery 2011.

33. Does the Symantec System Recovery 2011 Management Solution support role-based administration?

Answer-

The Symantec System Recovery 2011 Management Solution does not include any role-based administration features above what is provided by the core Symantec Management Platform itself, upon which the Symantec System Recovery 2011 Management Solution is built. A demonstration on setting up role-based administration within the Symantec Management Platform is available here:

<http://www.symantec.com/connect/videos/creating-role-based-security-within-symantec-management-platform>

34. Does the Symantec System Recovery 2011 Management Solution support managing the Symantec System Recovery 2011 Linux Edition on Red Hat 6.0 servers?

Answer-

The standalone Symantec System Recovery 2011 Linux Edition product supports backup and bare metal recovery of Red Hat 6.0 servers. However, at the time of initial release, the Symantec System Recovery 2011 Management Solution does not support managing Red Hat 6.0 clients. This will be addressed in a later update to the Symantec Management Platform.

35. I've just configured and deployed a scheduled backup policy to the client servers I am managing using the Symantec System Recovery 2011 Management Solution. Is it possible to run this job immediately?

Answer-

Yes. This is accomplished using the Run Policy task.

36. Can I create a policy at the Symantec System Recovery 2011 Management Solution console to control the Manage Backup Destination Settings feature of the Symantec System Recovery clients?

Answer-

In the backup job policies that can be configured and deployed from the Symantec System Recovery 2011 Management Solution console you can set a maximum number of backup sets to maintain, which will automatically delete old backup sets as new ones are created, according to the value that is set in the policy. In addition, you can monitor storage device consumption from the Symantec System Recovery 2011 Management Solution home page. Currently however, there is no feature in the Symantec System Recovery 2011 Management Solution console that allows direct control of the 'Manage Backup Destination' feature of the local Symantec System Recovery 2011 console that allows for control over threshold settings, etc.

37. Can I centrally manage file/folder or granular application recovery functions from the Symantec System Recovery 2011 Management Solution console?

Answer-

The Symantec System Recovery 2011 Management Solution itself does not directly include any features or utilities that enable an administrator to recover granular file/folder or granular application data from backups (recovery points) created by Symantec System Recovery 2011 clients.

In backup policies created and administered from the Symantec System Recovery 2011 Management Solution it is possible to enable Google Desktop integration, which enables end users to restore file/folder data from backups captured from their specific computer system. Please note that enabling this feature can lengthen backup times, and Google Desktop will need to be installed to client systems in order for this feature to function.

Granular application recovery for Exchange and SharePoint is possible through the separate Granular Restore Option application included with any Symantec System Recovery 2011 purchase.

38. Can I create customized recovery disk media from the Symantec System Recovery 2011 Management Solution console?

Answer-

Creation of a custom Symantec Recovery Disk, including the ability to place a custom Symantec Recovery Disk on USB media, is a function of the Symantec System Recovery 2011 client console.

Performance and Scalability

39. How many clients can be managed by a single Symantec System Recovery 2011 Management Solution server?

Answer-

Up to 2,500 clients (any mix of Server Edition, Small Business Server Edition, Desktop Edition, or Linux Edition) can be managed from a single instance of the Symantec System Recovery 2011 Management Solution.

40. How can I tune my Symantec System Recovery 2011 Management Solution server for best performance?

Answer-

In order to get the best performance out of your Symantec System Recovery 2011 Management Solution server, particularly when managing large environments (thousands of clients), consider the following recommendations:

- Ensure the hardware components of the management server meet or exceed the minimum system requirements as outlined in the Symantec System Recovery 2011 Management Solution admin guide.
- For larger environments, utilize a full instance of Microsoft SQL Server as the backend for the management server.
- Host SQL on a separate server.
- Try and ensure that SQL has a dedicated, high-performance disk subsystem, such as a 10,000 RPM SCSI system; try and place the database files, transaction logs, and the TempDB on a separate physical I/O device.
- When considering what RAID level to employ, RAID 10 generally yields the best performance.

41. Are there scalability limitations when using SQL Express with the Symantec System Recovery 2011 Management Solution?

Answer-

Using SQL Express does limit scalability for the Symantec System Recovery 2011 Management Solution. If you plan to manage around 500 clients or more, a full instance of SQL will be required.

Licensing

42. How is the Symantec System Recovery 2011 Management Solution licensed?

Answer-

The Symantec System Recovery 2011 Management Solution is offered to customers at no charge. Client Symantec System Recovery installations must still be properly licensed after the 60-day trial period has expired.

43. Can I evaluate the Symantec System Recovery 2011 Management Solution?

Answer-

The Symantec System Recovery 2011 Management Solution is available for evaluation purposes here: www.symantecsystemrecovery.com.

44. Does the Symantec System Recovery 2011 Management Solution support the centralized management of Symantec System Recovery client license keys?

Answer-

Yes. The Symantec System Recovery 2011 Management Solution enables an administrator to deploy license keys to Symantec System Recovery clients or client groups. Server Edition, Small Business Server Edition, Desktop Edition, and Virtual Edition license keys are supported. Administrators are able to deploy/assign license keys via policy, and easily view client license status in the management console.

The Symantec System Recovery 2011 Management Solution enables an administrator to deploy license keys for the following versions of Symantec System Recovery and Backup Exec System Recovery:

- Symantec System Recovery 2011
- Backup Exec System Recovery 2010
- Backup Exec System Recovery 8.5

Additional Resources

Altiris	
Products and Services	http://www.symantec.com/business/theme.jsp?themeid=altiris
SMP 7.1 Documentation	http://www.symantec.com/business/support/index?page=content&key=55274&channel=DOCUMENTATION
SMP 7.1 Installation Guide	http://eval.symantec.com/mktginfo/enterprise/other_resources/b-symantec_management_platform_installation_guide.en-us.pdf
Software Compatibility List	https://kb.altiris.com/display/1/kb/article.asp?aid=46349

Symantec System Recovery 2011	
Symantec Home Page	www.symantec.com
Symantec System Recovery Website	www.symantecsystemrecovery.com
Software Compatibility List	http://entsupport.symantec.com/umi/V-306-38
Migration Guide	http://entsupport.symantec.com/umi/V-306-40
Management Solution Admin Guide	http://entsupport.symantec.com/umi/V-306-42
Management Solution Release Notes	http://entsupport.symantec.com/umi/V-306-41
Choosing the Right Management Tool	http://entsupport.symantec.com/umi/V-306-32